

NETWORK MANAGER REPORT



SEPTEMBER 2004

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

September proved to be a rewarding month for Alabama Interactive. The month offered an opportunity to create project and service plans for the coming year and continued aggressive application development in preparation for the busy license renewal period. As our new business opportunities continue to grow, we look forward to continued partnership and staff development.

Highlights during the month were:

- The Department of Revenue's Personalized Tag reservation service continues to exceed expectations. More than 150 tags were reserved online in September. Furthermore, the Probate Court clerks have noted their satisfaction with the management system.
- The Hunt Outdoor Alabama program has seen more than 43 registrations in its first month. As hunting season continues, we are certain those numbers will grow and the Department of Conservation will have an excellent model for their grant program.
- The Bartram Canoe Trail reservation service went live September 17th. A press release has been drafted for approval.
- The Department of Conservation and Natural Resources has requested two, new bow-hunts for this season. Registration for the first hunt began September 15th and has already processed more than 470 registrations.
- The Alabama State Bar has begun its second license renewal cycle. More than 500 members have renewed online since September 15th an 87% increase over last years renewals.
- The Alabama Board of Nursing has had more than 6,000 renewals in its first month of RN renewals. This number is on track for beating their 2002 RN renewal adoption.
- The Department of Industrial Relations Merchant Services project has been successfully tested by DIR personnel. The DIR contractor and DIR staff would like a few more weeks of testing before the unemployment insurance filing and payment service goes into production.
- The Alabama Real Estate Commission CMAP program for tracking of continuing education services is available to continuing education providers. AREC is very excited about the efficiencies that they expect to gain from this reporting system.
- The Alabama Board of Pharmacy Board was presented with a demonstration of their license renewal service. The service was met with much enthusiasm. The board has expressed interest in several additional services.
- The Alabama Department of Public Health, Breast and Cervical Cancer Early Screening Program has expressed interest in an online reporting and pay-out program where doctors performing exams will report examinations in order to be paid by the Department.
- Alabama Kmart stores have successfully implemented POS. Twenty-eight stores completed implementation and testing on September 31 for October 1 go-live.

- Hurricane Ivan caused little service disruption eGovernment activities. All services remained online and the alabama.gov portal remained online and continued to be updated with news, serving as a major news outlet to users all over the country. Only Live Help was limited by the storm as operator availability was restricted during the worst of the storm. However, users could still submit offline messages, as needed.

Marketing

Alabama's eGovernment success continues to receive national recognition. The Center for Digital Government has ranked alabama.gov as one of the nations top ten Best of the Web state government sites. As they have posted these standings online, a press release to this effect is being drafted. Alabama is also a finalist for the GTLA/Gracie awards. We expect to receive notice of award the first full week of October.

Service press releases have been drafted for Department of Revenue's Personalized Tag reservation service, Real Estate Commission, eGovernment efficiencies (highlighting ABN and State Motor Pool), and the Bartram Canoe Trail. Each of these releases is awaiting approval.

alabama.gov was highlighted in Montgomery Living Magazine and will be highlighted one more time in 2004. The plan for the final advertisement is an alabama.gov advertorial, highlighting the information and services available on the portal

Development

Real Estate has requested an application to allow schools and instructors the ability to electronically file their roster information to AREC. This will hopefully improve efficiencies for the schools, instructors, and AREC. This application is in production.

The Department of Industrial Relations has asked Alabama Interactive to assist them with taking payments online. To facilitate this request, AI has been working with DIR and their current application contractor to develop a communication scheme that would enable AI to process these payments and notify DIR of the successful transaction. This application is currently in agency testing and is expected to go online in early October.

The Department of Revenue has asked if we could look at developing an application that would give localities the ability to view their tax reports online. The department would also like to embed charts into some of these reports. This application is currently in development with agency testing expected in early/mid October.

We have provided an application to display usage statistics for alabama.gov to include statutory dollars received from online applications and services. The application phase was completed in September and moved to production.

The Board of Architects has asked if we could develop a more complex intranet report to support the license renewal application released on September 1st. They requested particularly the ability to track CE hours along with class information for renewing architects. The new reporting functions are currently in development with completion expected in middle to late October.

The Board of Pharmacy has requested an application to allow licensed pharmacists to renew their licenses online. The application is scheduled to go into production on October 1st.

The Board of Pharmacy has requested an application to allow licensed pharmacy technicians, pharmacists, non-resident pharmacies, pharmacies, oxygen suppliers and manufacturers to renew their licenses online. The application is in production.

The Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is ready for production and is currently awaiting partner approval.

The Alabama Department of Environmental Management has requested an application that would allow citizens to register for Smoke School classes online. Because of space constraints the application would also give notice to potential registrants if they would not be able to register online due to these limitations. This application is complete and is currently awaiting partner approval for deployment to production.

The Home Builder Licensure Board has requested an application to automate processing of license renewals. Development of this application is complete and in production.

The Department of Conservation and Natural Resources has requested a modification to the Point of Sale licensing system to support the Marine Resources Division. The application is in production.

PROJECT REPORT

COMPLETED!

Completed in 2002

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| Alabama Board of Nursing | <ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License |
| Alabama Department of Public Safety | <ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records |
| Alabama Real Estate Commission | <ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification |
| Alabama Secretary of State | <ul style="list-style-type: none">· Merchant Services |

Completed in 2003

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| Alabama State Banking Dept. | <ul style="list-style-type: none">· Renewal of Small-Loan and Mini-Code License· Renewal of Pawn Broker License· Renewal of Mortgage License |
| Alabama State Bar | <ul style="list-style-type: none">· Membership Renewal |
| Alabama Board of Chiropractic Examiners | <ul style="list-style-type: none">· Renewal of License· Licensee Verification |

Alabama Department of Conservation
and Natural Resources

- Online Hunting and Fishing Licenses
- Hunting and Fishing Licenses/Point-of-Sale
- Probate Court Point of Sale Hunting and Fishing Licenses
- Oak Mountain Bow Hunt Registration
- Outdoor Alabama Subscription

Alabama Department of Finance,
Office of the CIO

- Alabama State Portal

Alabama Department of Insurance

- Merchant Services
- Merchant Services for Provider Renewals

Alabama Board of Nursing

- License verification and disciplinary status-Subscriber
- Name and Address Change
- LPN Renewal

Alabama Real Estate Commission

- Instructor License Renewal

Alabama Department of Revenue

- Sales, Use and Lodging Tax Filings
- Refund Status for Individual Income Tax

Alabama Secretary of State

- UCC (Uniform Commercial Code) Filings

Completed in 2004

| Agency | Application | Description | Status |
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| Alabama Board of Architects | License Renewal | Online application to allow architects to renew their license online | This application is complete and in production. |
| Alabama Department of Conservation and Natural Resources | Bartram Canoe Trail Reservations | This application will allow the reservation and payment for camping on canoe trail platforms. | This application is complete and in production. |
| Alabama Department of Conservation and Natural Resources | Becoming an Outdoors Woman Registration | This service will allow women to register for the outdoor education conference. | This application is complete and in production. |
| Alabama Department of Conservation and Natural Resources | Hunt Outdoor Alabama | This application promotes mentoring among Alabama's outdoorsmen population. | This application is complete and in production. |

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| Alabama Department of Environmental Management | Waste Water Operator License Renewal | This application allows holders of the waste water and drinking water operator's license to renew online. | This application is complete and in production. |
| CIO's Office, Alabama Department of Finance | Alabama InTouch (Constituent Notification) | This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements. | This application is complete and in production-pilot. |
| Alabama Home Builders Licensure Board | Initial Application Download and payment | This application allows home builder initial licensees to download application information online and pay the application fee. | This application is complete and in production. |
| Alabama Home Builders Licensure Board | License Renewal | This application allows users to renew their home builders license | This application is complete and in production. |
| Alabama State Motor Pool | Fleet vehicle reservation | This service will allow state employees to reserve fleet vehicles for state business | This application is complete and in production. |
| Alabama Board of Nursing | Original Licensure by exam. | This application will allow nursing school graduates to apply for a license online. | This application is complete and in production. |
| Alabama Board of Nursing | Licensee database search and download | This application allows hospitals, insurance companies, etc. to download the nursing roster | This application is complete and in production. |
| Alabama Board of Nursing | Original Licensure by endorsement. | This application will allow nurses transferring from another state to apply for an Alabama license online. | This application is complete and in production. |
| Alabama Board of Nursing | License verification for individuals | This service allows nurses to request official verification of licensure. | This application is complete and in production. |
| Alabama Board of Pharmacy | License Renewal | This application will allow ALBOP licensees to renew their licenses and pay the renewal fee. | This application is complete and in production. |

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| Alabama Public Service Commission | Supplemental Motor Carrier Authorization | This application allows persons who are paid to carry cargo intrastate to apply online for authorization. | This application is complete and in production. |
| Alabama Real Estate Commission | Mailing Labels | This application allows users to download mailing labels of licensed real estate agents and companies. | This application is complete and in production. |
| Alabama Real Estate Commission | Continuing Education Providers Services | This application will allow continuing education providers to report student attendance, etc. | This application is complete; Agency has not launched. |
| Alabama Department of Revenue, Motor Vehicles | Personalized License Plate Reservation | This application allows users to temporarily reserve a personalized license plate. | This application is complete; Agency has not launched. |

IN TESTING.....

| Agency | Application | Description | Status | Target Date |
|--|---------------------------------|--|--|---------------|
| Alabama Department of Environmental Management | Phase II Storm-water permitting | This application allows for the submission of a construction watershed permit. | This application is on hold pending some agency discussion/decision. | November 2004 |
| Alabama Department of Environmental Management | "Smoke School" Registration | This application will allow individuals to sign up for visible emissions training online | This application is in development. | October 2004 |
| Alabama Department of Industrial Relations | Merchant Services | This application will allow employers to pay quarterly filing fees. | This application is in testing. | October 2004 |

IN DEVELOPMENT . . .

| Agency | Application | Description | Status | Target Date |
|---|--------------------------------------|---|--|---------------|
| State Banking Department | Deferred Payment Renewal | This service will allow pay-day lenders to renew their license online and pay renewal fees | This application is in development | November 2004 |
| Alabama State Board of Chiropractic Examiners | Initial Facility Permit | This service will allow chiropractic offices to apply for a facility permit. | This application is in development | December 2005 |
| Alabama Board of Cosmetology | License Renewals | This application will allow persons licensed by the Board of Cosmetology to renew their license online. | This application pending a database redesign | July 2005 |
| Alabama Plumbers and Gas Fitters Board | Merchant Services | This application will allow online payment for license renewal. | This application is in development. | October 2004 |
| Alabama Real Estate Commission | Contact Information Change | This application allows for the changing or updating of addresses and personal information. | This application is in the pre-project planning phase. | January 2005 |
| Alabama Real Estate Commission | Original Licensure | This application will allow potential licensees to apply for a license online. | This application is in the pre-project planning phase. | January 2005 |
| Alabama Department of Revenue, Sales Tax Division | Local Government Report Distribution | This application will allow local governments to download their revenue reports via the Web. | This application is in development. | October 2004 |
| Alabama Board of Social Work Examiners | License Renewal | This application will allow licensees to renew their licenses and pay the renewal fee. | This application is in pre-project planning phase. | January 2005 |

SERVICE REQUESTS

Service Request #53

Alabama State Banking Department, Deferred Payment Lender License Renewals
Alabama Interactive requests and recommends this service for the Alabama State Banking Department is added to the network as a charge service. Alabama State Banking Department, Deferred Payment Lender License Renewals system is at no cost to the Alabama State Banking Department.

Service Request #54

Alabama State Board of Chiropractic Examiners, Initial Facility Application
Alabama Interactive requests and recommends this service for the Alabama State Board of Chiropractic Examiners is added to the network as a charge service. Alabama State Board of Chiropractic Examiners, Initial Facility Application system is at no cost to the Alabama State Board of Chiropractic Examiners.

MONTH IN REVIEW

September Report (Alabama Interactive)

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| Total September AI Network Transactions: | 193,630 |
| Average Successful Request per Day: | 6,454 |
| Total September alabama.gov "Visitors": | 165,086 |
| Total September alabama.gov "Page Views": | 389,680 |
| Total September alabama.gov "Chats" or "Offline Messages" from Live Help: | 774 |

OPERATIONS & ADMINISTRATION

Several services have been successfully relocated to the new Central Data Center, including alabama.gov, the payment engine and ADOR Personalized License Plate Reservation service. We will continue to monitor these services while we move the remaining services.

Advertisements for a customer service representative and application developer are posted in several outlets. We plan to begin interviews for these positions in the second week of October.

OTHER BUSINESS/IN CLOSING

September was another exciting and productive month. Our efforts to upgrade several services, complete three new services, and continue development on several others kept our project and development teams very busy. We look forward to continuing this pace throughout the fall and into next year.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis